

# EMERGENCY MEDICAL SERVICES AND TRAUMA REGISTRIES

## REGISTERING A NEW FACILITY



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

# Emergency Medical Services and Trauma Registries (EMSTR)

Job Aid for:

## Facility Organization Administrators Who Need to Register their Facility with EMSTR

### Contents

<b>Overview:</b> .....	<b>3</b>
<b>Step 1: Acquire Facility Information</b> .....	<b>3</b>
<b>Step 2: Register Facility</b> .....	<b>4</b>
<b>Step 3: Activate your Account</b> .....	<b>8</b>
<b>Step 4: Set up security methods</b> .....	<b>9</b>
<b>Step 5: Access the MyApps Dashboard</b> .....	<b>15</b>
<b>Step 6: Accessing EMSTR</b> .....	<b>19</b>
<b>Contact Information</b> .....	<b>19</b>
<b>General Informational Page</b> .....	<b>20</b>

## Overview:

This job aid is for Emergency Medical Services and Trauma Registries (EMSTR) facility organization administrators who need to register a new facility with EMSTR. It provides step-by-step instructions on how to register your facility with the Texas Department of State Health Services (DSHS) new Identity and Access Management Online (IAMOnline), activate your facility's account, set-up security methods, access the MyApps dashboard, and access EMSTR data system.

The **Facility Organization Administrator** is the person who oversees data management of a particular facility. They have supervisor permissions to request access on behalf of EMSTR app users tied to the facility as well as manage the web service (if applicable). They are the approver for external partner user accounts as well as the first-level approver when an external user submits an EMSTR access request.

If you are not a Facility Organization Administrator but you are a representative of your facility who needs access to the EMSTR system, please access the [EMSTR new platform resources](#).

## Step 1: Acquire Facility Information

Before you begin the registration process, you will need the following information for your facility:

All users:

- **Tax Identification Number (TIN)** – A nine-digit identification number that identifies a facility to the Internal Revenue Service (IRS).
- **Agency Sponsor Email Address** – This is the DSHS team who oversees approving the facility IAMOnline registrations. Please use [judy.whitfield@dshs.texas.gov](mailto:judy.whitfield@dshs.texas.gov).

Emergency medical services (EMS), hospital, rehabilitation facilities, long term acute care (LTAC) facilities, and free-standing emergency departments:

- **State License Number** – A six-digit identification number associated with your facility's license or, if you are registering an EMS facility, your seven-digit state license number.
- **State License Start Date** – The state license's effective date.

If you do not have this information, email the EMSTR team at [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov).

**Note** – You cannot register a new facility without this information.

Once you have this information, proceed to **Step 2** of this guide.

## Step 2: Register Facility

- To request a new EMSTR account, access the [IAMOnline sign-in page](#).
- Select **“Request account as non-HHS employee or register organization”**.

TEXAS  
Health and Human Services

IAMOnline - Sign In

Username|

Keep me signed in

Next

[Forgot Password? \(HHS/DSHS Emails Only\)](#)

[Create a new account as a citizen](#)

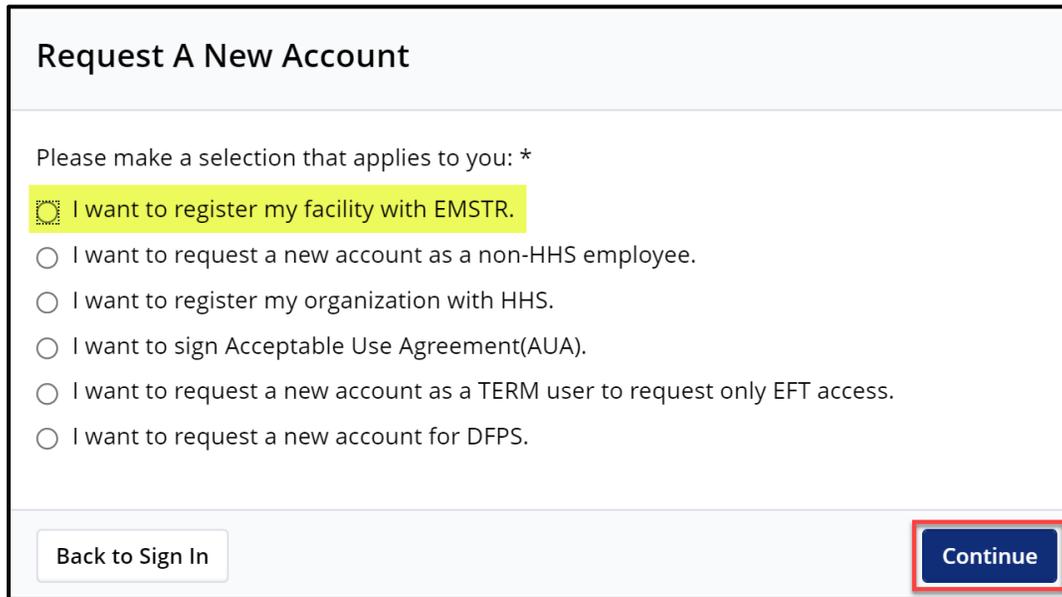
[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

[Request account as non-HHS employee, or register organization](#)

- After selecting **Request account as non-HHS employee or register organization**, click the **“I want to register my facility with EMSTR”** option.

- Select the “Continue” button.



**Request A New Account**

Please make a selection that applies to you: \*

I want to register my facility with EMSTR.

I want to request a new account as a non-HHS employee.

I want to register my organization with HHS.

I want to sign Acceptable Use Agreement(AUA).

I want to request a new account as a TERM user to request only EFT access.

I want to request a new account for DFPS.

[Back to Sign In](#) [Continue](#)

## Complete the Registration Form

Complete the Organization Registration form's required fields indicated by red asterisks (\*). The required fields are listed below:

- **Application Name** – Select EMSTR in this field;
- **Organization Type** – Select your facility type from the drop-down menu, (EMS, Hospital, Justice of the Peace, etc.);
- **Employer or Organization Name** – Enter your facility’s name and indicate specific location if applicable;
- **Tax Identification Number** – A nine-digit identification number a facility sends to the Internal Revenue Service (IRS);
- **State License** – A six-digit number associated with your facility’s license or, if you are registering an EMS facility, your seven-digit state license number;
- **License Start Date** – The state license’s effective date; and
- **Agency Sponsor Email** – The DSHS Administrator who oversees approving the IAMOnline facility registrations, [judy.whitfield@dshs.texas.gov](mailto:judy.whitfield@dshs.texas.gov) .

*Example of the Organization Registration Form screen:*

Organization Registration Form v.1004

**Register an Organization with HHS by submitting the form below. You'll receive an email from HHS once your request is approved.**

**Application Name \***

EMSTR

Please Select EMSTR

**Organization Type \***

Please Select the appropriate Organization Type

**Employer or Organization Name \***

**Description**

**Tax Identification Number (TIN) \***

**State License \***

Enter your Organization State License, if one is required

**License Start Date \***

mm/dd/yyyy

Please enter the License Effective Date

**License Expiration Date**

mm/dd/yyyy

Please enter the License Expiration Date

**Agency Sponsor Email Address \***

Complete the required **Organization Registration Form** fields on the **Work Location Information** section.

**Work Location Information**

**Address \***

**City \***

**County \***

**State \***

**Zip Code \***

Complete the **Organization Registration Form** required fields on the **Primary Contact Information** section and select the “**Submit**” button.

**Primary Contact Information**

First Name \*

Last Name \*

Work Email Address \*

Please provide your work email

Work Phone \*

Cancel

Refresh

Submit



Submit

Your request has been submitted. You will receive an email notification containing your registration information.

Note: If you are unable to submit a registration request, please contact the Help Desk at 512-438-4720 or contact your Supervisor.

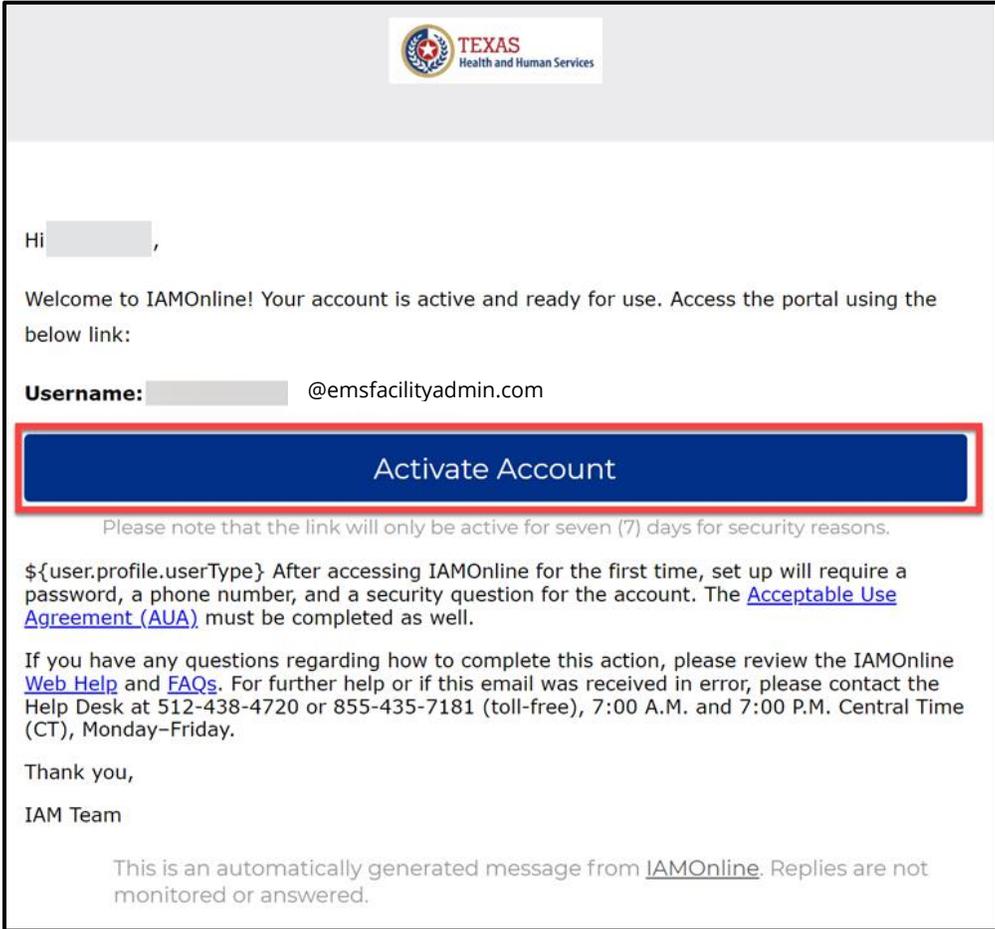
Login

- After you submit the **Organization Registration Form**, your agency sponsor will review your request.
- If your agency sponsor approves your request, you will receive an Activation Email from [noreply@okta.com](mailto:noreply@okta.com) to set up your IAMOnline user account.
- If your agency sponsor denies your request, please contact them directly to determine next steps.
- Re-submit the request if needed.

## Step 3: Activate Your Account

To activate your account, find the [noreply@okta.com](mailto:noreply@okta.com) email in your employee email inbox. Check your junk folder if you do not find it in your inbox. Click the “**Activate Account**” button.

**Note** – This link will only be active for **seven (7) days** from receipt of the email for security purposes.



The screenshot shows an email header with the Texas Health and Human Services logo. The body of the email includes a personalized greeting, a welcome message to IAMOnline, and a highlighted blue button labeled "Activate Account". Below the button, there is a note about the 7-day activation period and instructions for setting up the account, including a reference to the Acceptable Use Agreement (AUA). The email concludes with contact information for the Help Desk and a signature from the IAM Team.

Hi [redacted],

Welcome to IAMOnline! Your account is active and ready for use. Access the portal using the below link:

**Username:** [redacted] @emsfacilityadmin.com

**Activate Account**

Please note that the link will only be active for seven (7) days for security reasons.

After accessing IAMOnline for the first time, set up will require a password, a phone number, and a security question for the account. The [Acceptable Use Agreement \(AUA\)](#) must be completed as well.

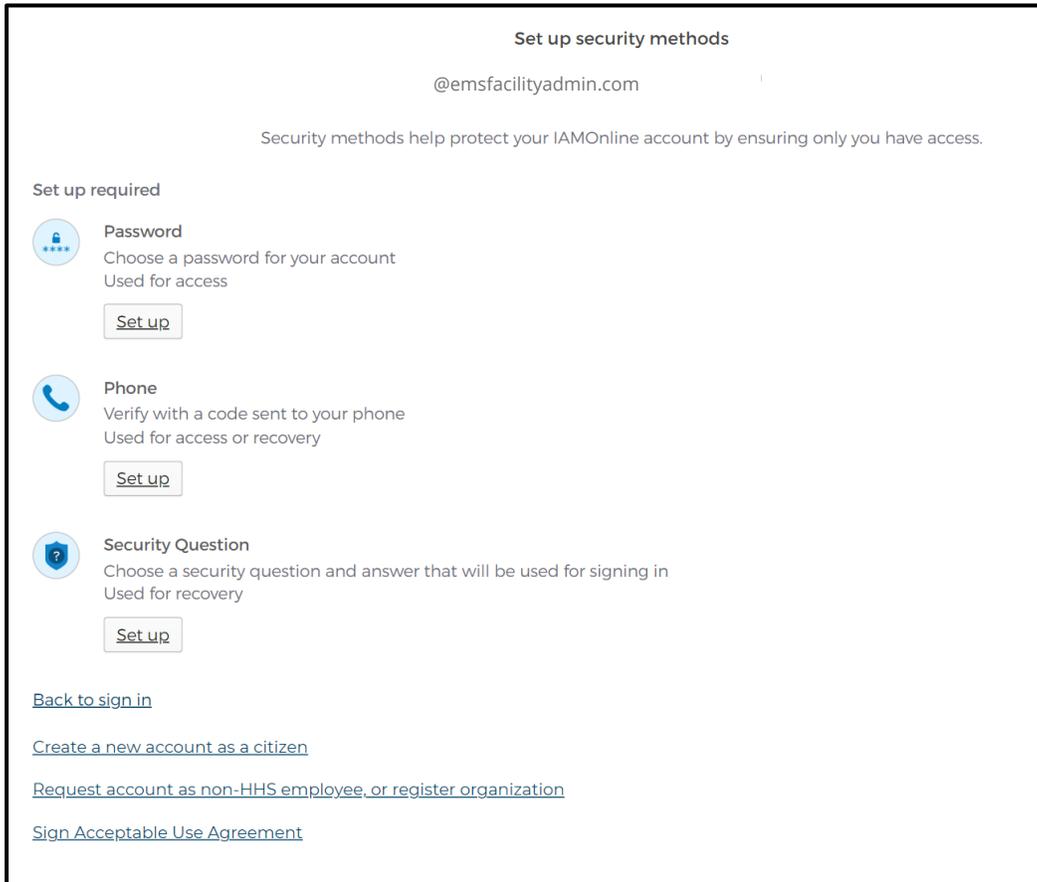
If you have any questions regarding how to complete this action, please review the IAMOnline [Web Help](#) and [FAQs](#). For further help or if this email was received in error, please contact the Help Desk at 512-438-4720 or 855-435-7181 (toll-free), 7:00 A.M. and 7:00 P.M. Central Time (CT), Monday–Friday.

Thank you,  
IAM Team

This is an automatically generated message from [IAMOnline](#). Replies are not monitored or answered.

## Step 4: Set up security methods

After selecting **Activate Account**, the system will immediately prompt you to set up your security methods to protect your account with a **Password**, your **Phone**, and a **Security Question**.



Set up security methods

@emsfacilityadmin.com

Security methods help protect your IAMOnline account by ensuring only you have access.

Set up required

- Password**  
Choose a password for your account  
Used for access  
[Set up](#)
- Phone**  
Verify with a code sent to your phone  
Used for access or recovery  
[Set up](#)
- Security Question**  
Choose a security question and answer that will be used for signing in  
Used for recovery  
[Set up](#)

[Back to sign in](#)

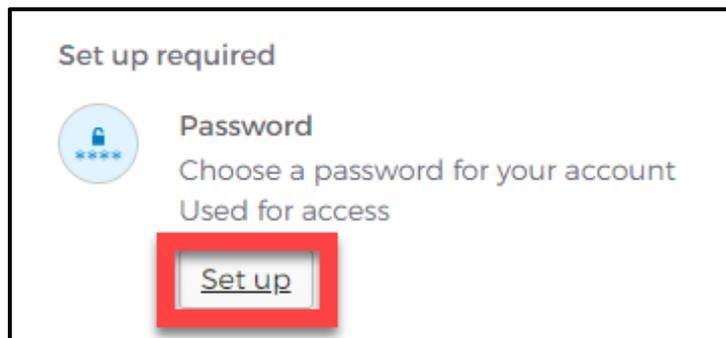
[Create a new account as a citizen](#)

[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

### Password

You need a password to access your account, as the new DSHS system provides a single sign-on to all Texas Health and Human Services (HHS) applications. To set up a **Password**, click the **“Set up”** button.



Set up required

- Password**  
Choose a password for your account  
Used for access  
[Set up](#)

You must create a password that meets all HHS requirements listed below:

- At least eight (8) characters in length;
- A lowercase letter;
- An uppercase letter;
- A number;
- A symbol;
- Does not include any parts of the user’s username;
- Does not include the user’s first name;
- Does not include the user’s last name;
- The password cannot be any of the user’s previous six (6) passwords; and
- At least one (1) day must have passed since you last changed your password.

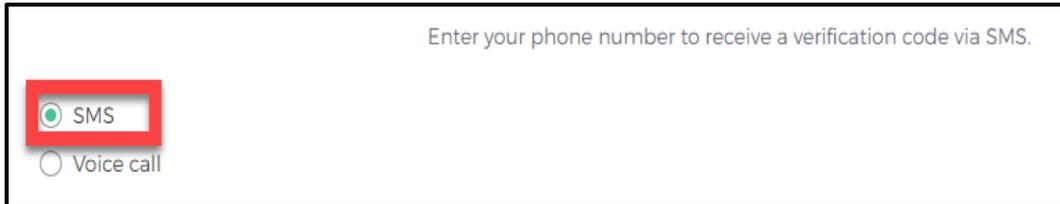
The screenshot shows a web form titled "Set up password" for the email address "@dshs.texas.gov". At the top, there is a circular icon with a padlock and four asterisks. Below the title, the page lists "Password requirements:" with the following bullet points: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "A symbol", "No parts of your username", "Does not include your first name", "Does not include your last name", and "Your password cannot be any of your last 24 passwords". There are two text input fields: "Enter password" and "Re-enter password". Each field has a small eye icon on the right side. At the bottom of the form is a blue button labeled "Next". Red rectangular boxes are drawn around the "Enter password" field, the "Re-enter password" field, and the "Next" button.

- Create a new password by typing it in the **“Enter password”** text box and re-entering it in the **“Re-enter password”** text box.
- Click the **“Next”** button.
  - **Tip** – Click the password reveal icon to see the typed text. ☹
  - **Tip** – If an error message appears, re-read the password requirements and create a different password.

## Phone Number

To set up your phone number, select the **“SMS”** (short messaging service or text message) or **“Voice call”** option. The **SMS** option will send a text message to your phone and the **Voice call** option will send an automated call. The phone number must be a valid U.S. number.

### *Example of SMS option selected*



Enter your phone number to receive a verification code via SMS.

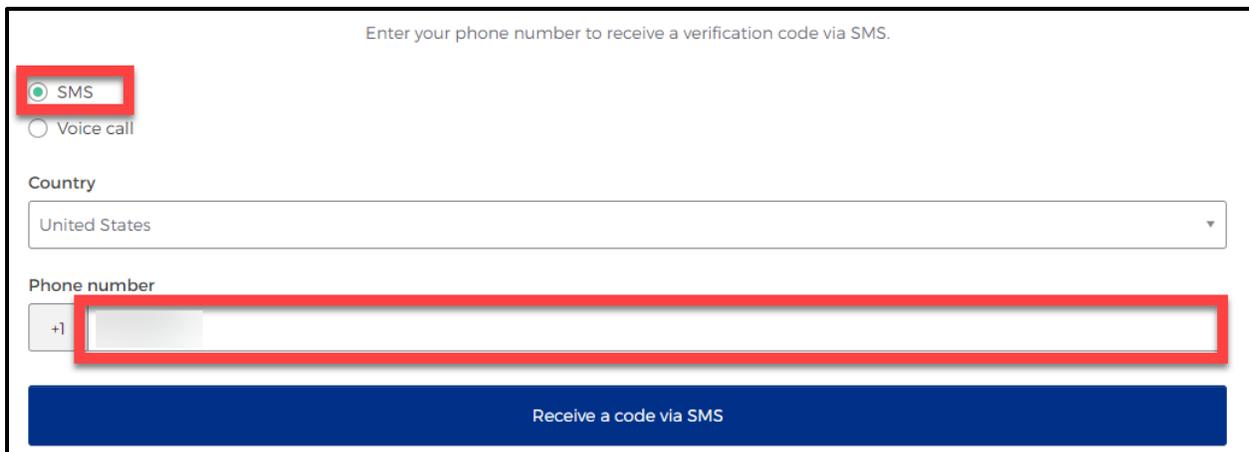
SMS

Voice call

## Short Messaging Service (SMS)

Use your phone number to verify the account. The automated system will send a verification code to your phone number via **SMS** (text message).

- The **Country** code must be for the **United States (+1)**.
- Type your ten-digit **Phone number** in the text box. This phone number must be able to receive an SMS. *Carrier messaging charges may apply.*
- Click the **“Receive a code via SMS”** button.



Enter your phone number to receive a verification code via SMS.

SMS

Voice call

Country

United States

Phone number

+1

Receive a code via SMS

The system will send an automated code to the listed phone number via SMS (text message).

The screenshot shows a mobile application interface for setting up phone authentication. At the top, there is a blue telephone icon. Below it, the text reads "Set up phone authentication" followed by a greyed-out email address "@dshs.texas.gov". A message states: "A code was sent to your phone. Enter the code below to verify. Carrier messaging charges may apply." Below this is a text input field labeled "Enter Code" with a red border. At the bottom, there is a blue button labeled "Verify" also with a red border.

Type the code your receive in the text box and click the **“Verify”** button.

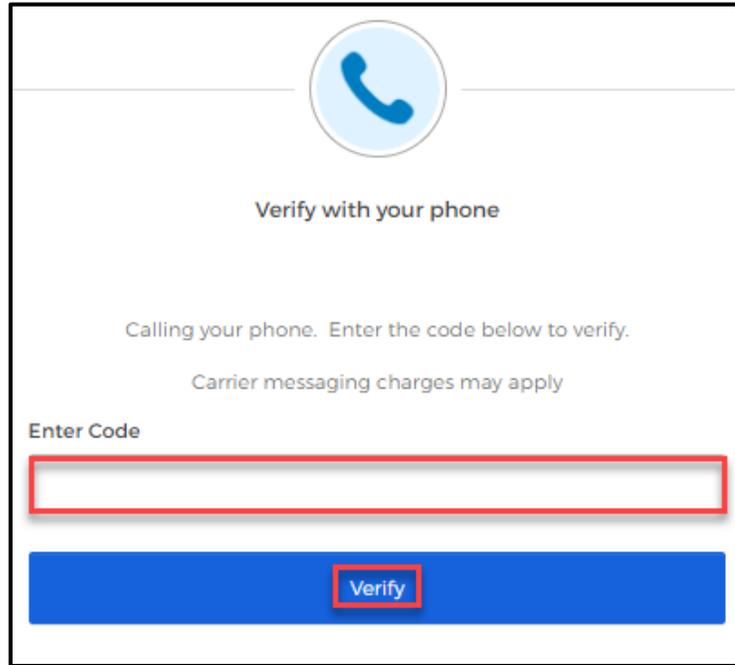
### Voice Call

The second option to verify the account is a voice call. The system can provide an automated **verification code** via **Voice call**.

- The **Country** must be for the **United States (+1)**.
- Type your ten-digit **Phone number** in the text box to receive a code by voice call.
- Click the **“Receive a code via voice call”** button.

The screenshot shows the same "Set up phone authentication" screen. Below the introductory text, there are two radio button options: "SMS" and "Voice call". The "Voice call" option is selected and highlighted with a red box. Below the radio buttons is a "Country" dropdown menu set to "United States". Underneath, there are two input fields: "Phone number" (with a "+1" prefix and a red border) and "Extension". At the bottom, there is a blue button labeled "Receive a code via voice call" with a red border.

- Type the code provided by the voice call in the **“Enter Code”** text box and click the **“Verify”** button.



Verify with your phone

Calling your phone. Enter the code below to verify.

Carrier messaging charges may apply

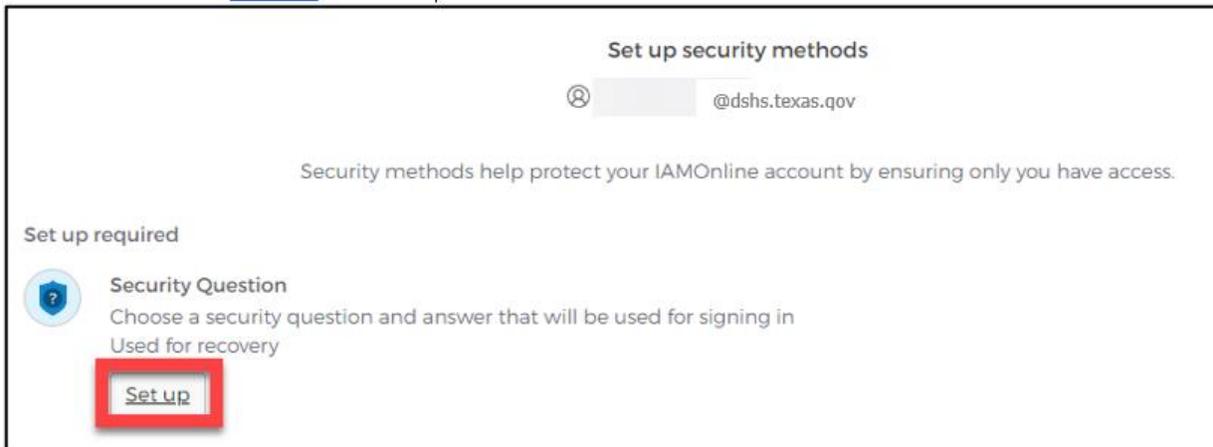
Enter Code

Verify

## Security Question

Set up a security question to protect the account.

- Click the **“Set up”** button.



Set up security methods

@ [redacted] @dshs.texas.gov

Security methods help protect your IAMOnline account by ensuring only you have access.

Set up required

Security Question  
Choose a security question and answer that will be used for signing in  
Used for recovery

Set up

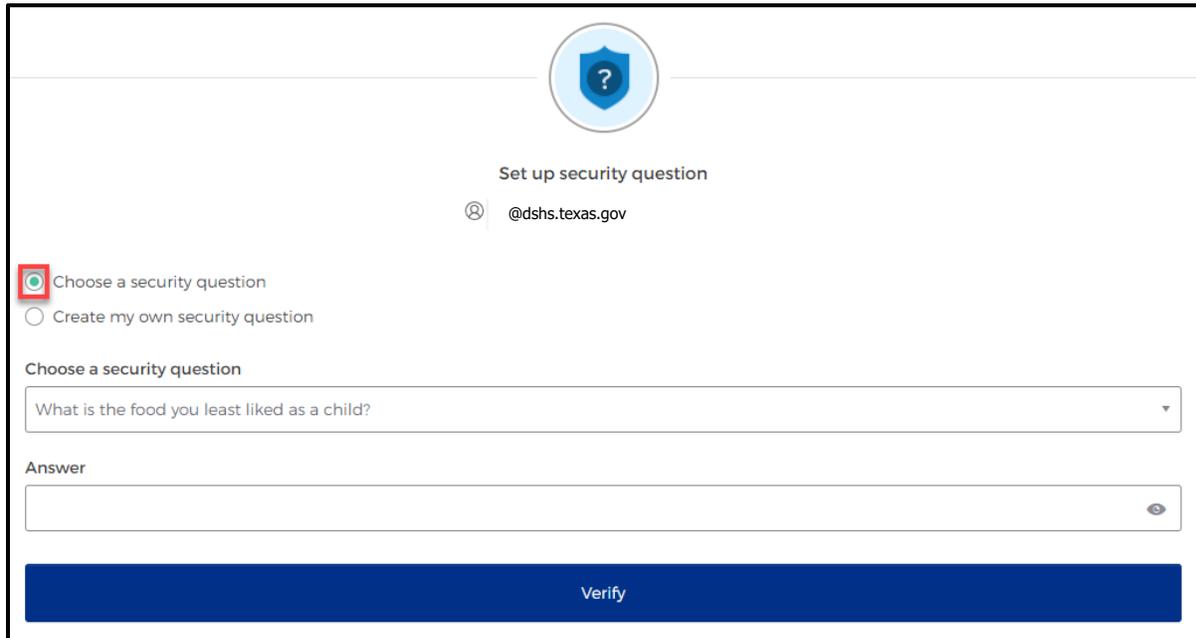
You can either **Choose a security question** or **Create my own security question**.

## Creating your own security question

- If creating a security question, create one that cannot be guessed by others, even those who know you well, for security purposes.
- Type your answer in the **“Answer”** box.

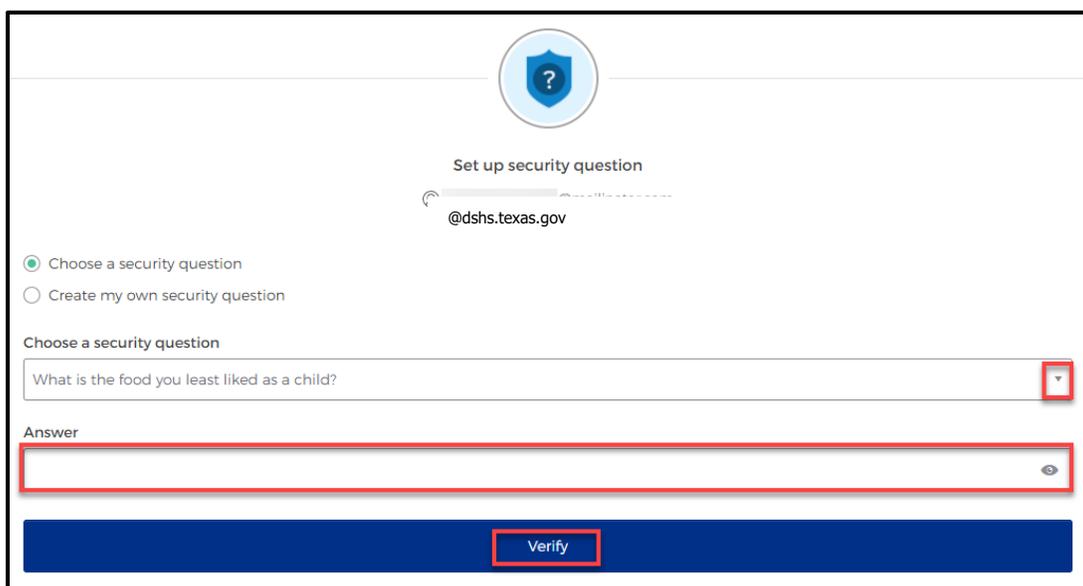
## Choosing a security question

- To choose a security question, select the **“Choose a security question”** option.



The screenshot shows a web form titled "Set up security question" for the account "@dshs.texas.gov". At the top is a blue shield icon with a question mark. Below the title are two radio button options: "Choose a security question" (which is selected and highlighted with a red square) and "Create my own security question". Under the selected option is a dropdown menu with the text "Choose a security question" and the selected item "What is the food you least liked as a child?". Below this is an "Answer" text input field with a red square highlighting its right side. At the bottom is a blue "Verify" button.

- Select the drop-down icon  and scroll to select a security question.
- Type your answer in the **“Answer”** box.
- After selecting a security question, select the **“Verify”** button.

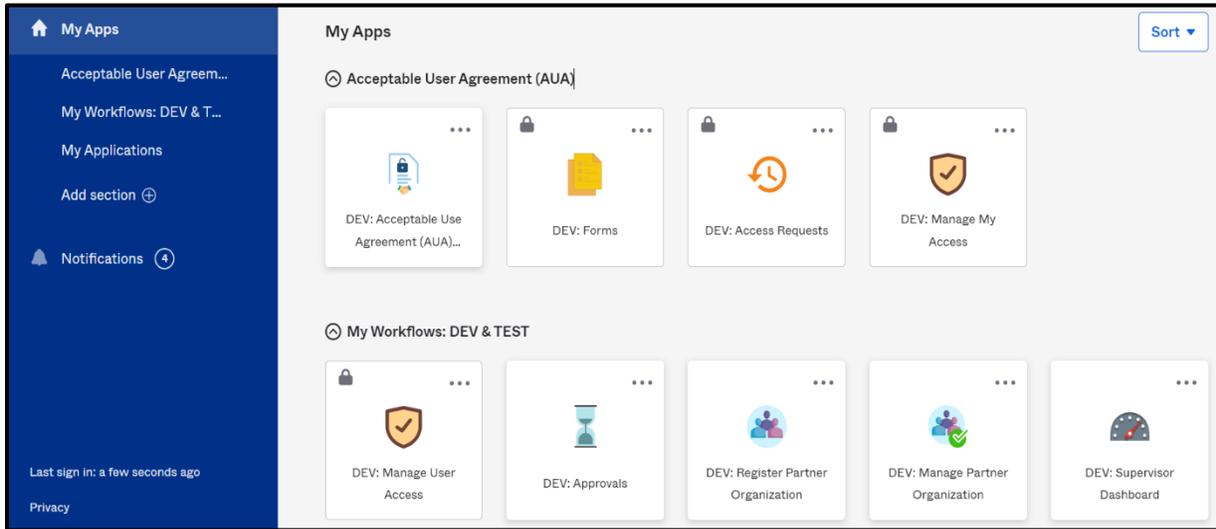


This screenshot is identical to the previous one, but with red boxes highlighting the dropdown arrow on the right of the question menu, the right side of the "Answer" input field, and the "Verify" button.

## Step 5: Access the MyApps Dashboard

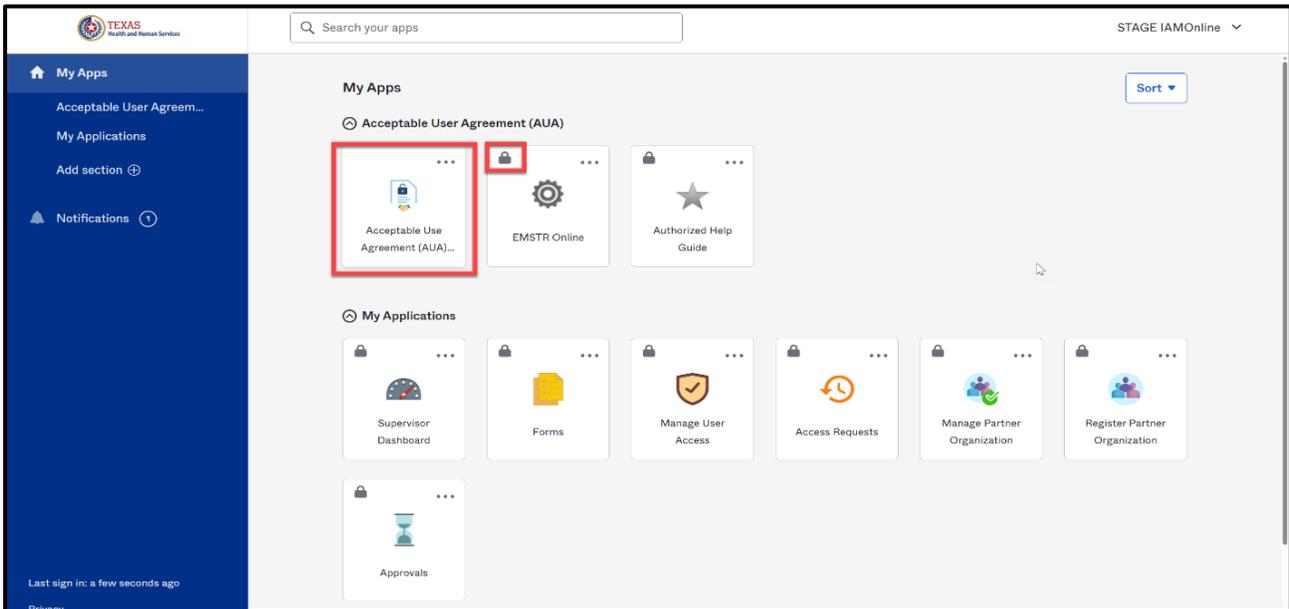
Your account set up is now complete and you can access your **My Apps** dashboard.

- This centralized dashboard holds applications, systems, and software in one place for the user to easily access and use.
- IAMOnline will also allow you to request and easily manage EMSTR access.



### Acceptable Use Agreement (AUA)

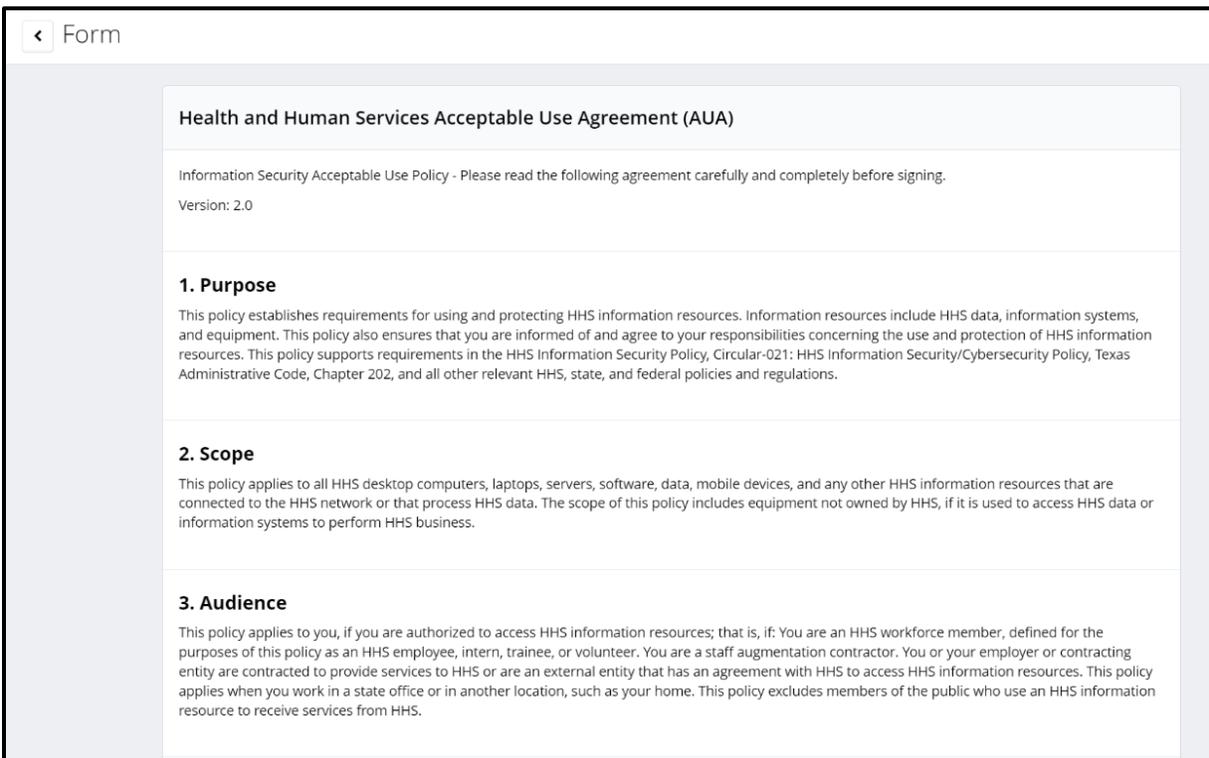
All application access tiles are locked with a lock icon until you complete the **Acceptable Use Agreement** form (AUA). To review and sign the AUA form, click the **“Acceptable Use Agreement”** tile located on the dashboard.



## Review and Sign the AUA Form

The **AUA** tile on the **My Apps** dashboard will take you directly to the AUA form for review and completion.

- You must sign this form once a year, every year.
- The automated HHS system will send email reminders in the following frequency to remind you to complete the form:
  - A first warning is provided fifteen (15) days before AUA form expires;
  - A second warning is provided ten (10) days before AUA form expires;
  - A third warning is provided five (5) days before AUA form expires;
  - A fourth warning is provided each day until the AUA form has reached the expiration date; and
  - A fifth and final warning is provided on the expiration date, 365 days following its last review and signature.
- If you forget to sign the form, all application access will be locked until the form is reviewed and signed.
- Once the form is signed, the system will unlock and renew your application access.



The screenshot shows a web form titled "Form" with a back arrow icon. The main heading is "Health and Human Services Acceptable Use Agreement (AUA)". Below the heading, it states "Information Security Acceptable Use Policy - Please read the following agreement carefully and completely before signing." and "Version: 2.0". The form is divided into three sections: "1. Purpose", "2. Scope", and "3. Audience", each with a detailed paragraph of text.

< Form

### Health and Human Services Acceptable Use Agreement (AUA)

Information Security Acceptable Use Policy - Please read the following agreement carefully and completely before signing.  
Version: 2.0

#### 1. Purpose

This policy establishes requirements for using and protecting HHS information resources. Information resources include HHS data, information systems, and equipment. This policy also ensures that you are informed of and agree to your responsibilities concerning the use and protection of HHS information resources. This policy supports requirements in the HHS Information Security Policy, Circular-021: HHS Information Security/Cybersecurity Policy, Texas Administrative Code, Chapter 202, and all other relevant HHS, state, and federal policies and regulations.

#### 2. Scope

This policy applies to all HHS desktop computers, laptops, servers, software, data, mobile devices, and any other HHS information resources that are connected to the HHS network or that process HHS data. The scope of this policy includes equipment not owned by HHS, if it is used to access HHS data or information systems to perform HHS business.

#### 3. Audience

This policy applies to you, if you are authorized to access HHS information resources; that is, if: You are an HHS workforce member, defined for the purposes of this policy as an HHS employee, intern, trainee, or volunteer. You are a staff augmentation contractor. You or your employer or contracting entity are contracted to provide services to HHS or are an external entity that has an agreement with HHS to access HHS information resources. This policy applies when you work in a state office or in another location, such as your home. This policy excludes members of the public who use an HHS information resource to receive services from HHS.

## AUA Form Acknowledgement

After you carefully read the AUA form, you must acknowledge and sign the agreement.

- Check the box located next to the statement, **“I acknowledge that I read and understood the agreement, and I agree to comply with its terms.”**
- Input your **“First Name”** and **“Last Name”** into the respective text boxes located at the bottom of the agreement.
- Select and identify your role as **“An employee of another agency (specify agency, department and division)”**
- Once you carefully read the AUA form and complete all required entry fields, click the **“Submit”** button.

**Acknowledgement**

I have read, understand, and will comply with the requirements in the Information Security Acceptable Use Policy.

**First Name**

  
**First Name \***

**Last Name**

  
**Last Name \***

**Your Work Email \***

**Your Work Phone**

I am (choose one and explain below): \*

An employee of HHSC (specify department and division)

An employee of DSHS (specify department and division)

An employee of another agency (specify agency, department, and division)

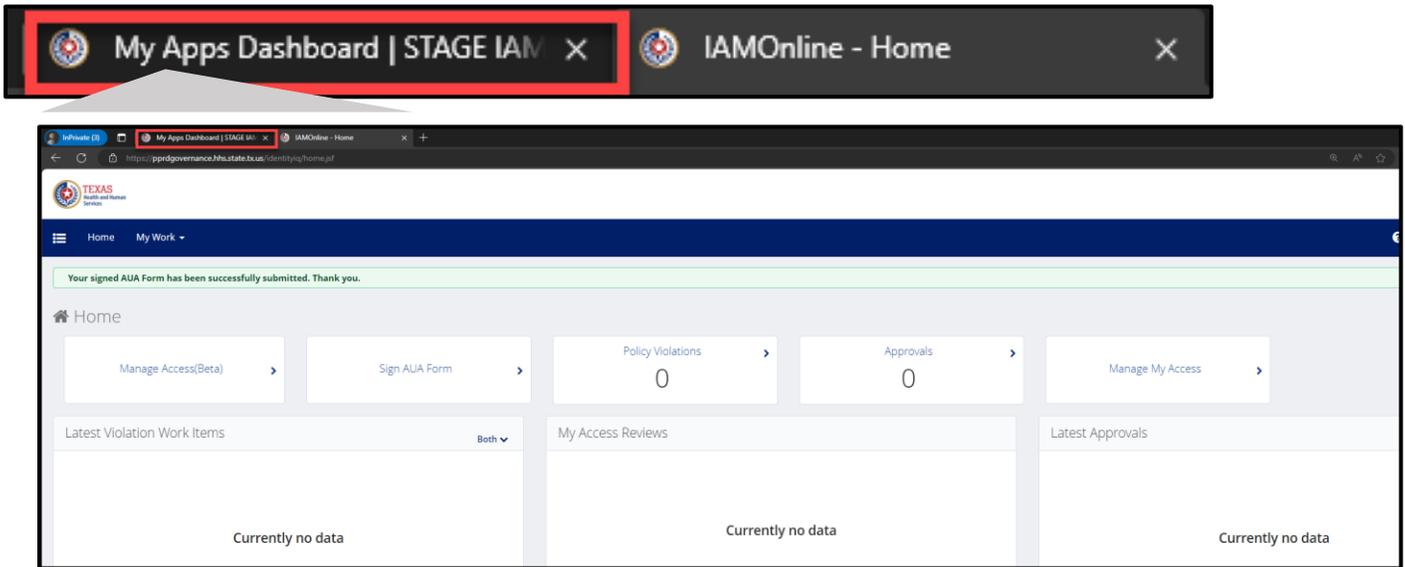
A contractor (specify employer or non-state agency name)

An intern or volunteer (specify agency, department, and division)

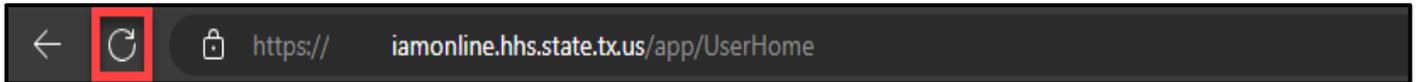
Other (specify below if you are an advisory council member or an employee of a private provider)

**Date Agreement Signed \***

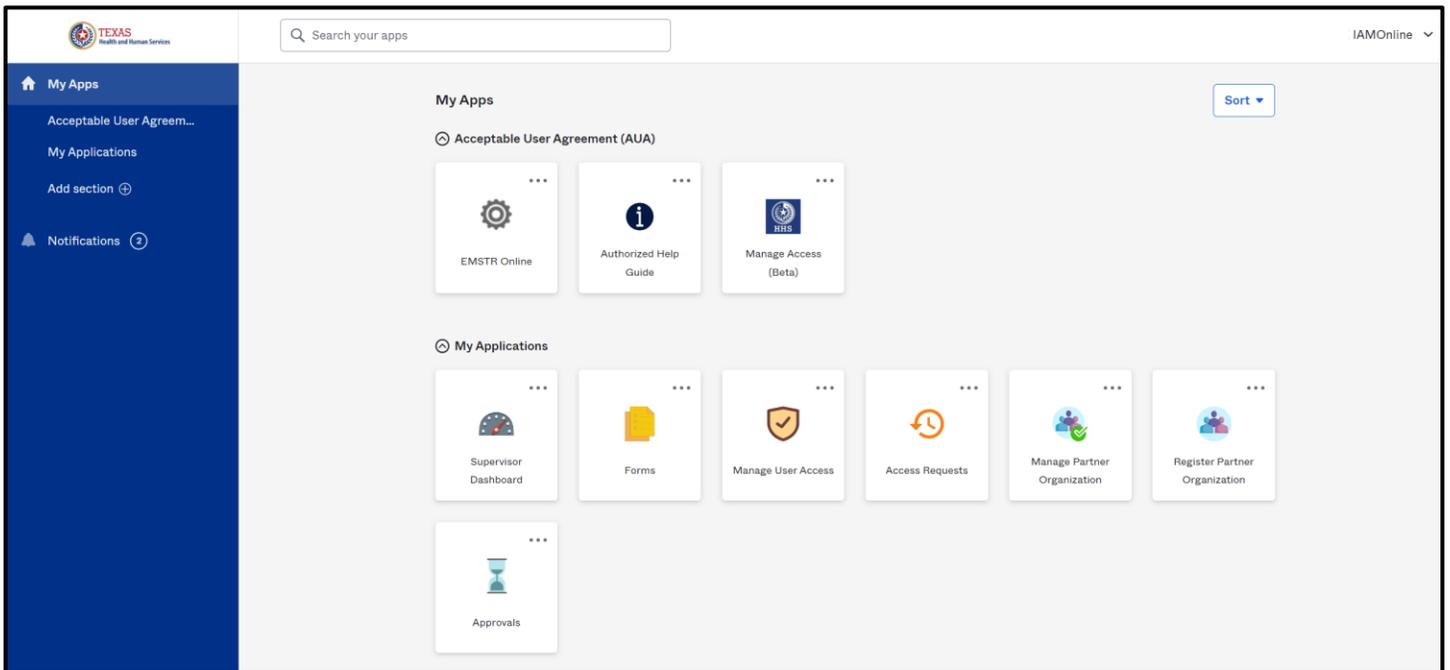
After submitting your AUA form, toggle back to your MyApps Dashboard webpage.



Refresh your browser, by clicking the refresh button.

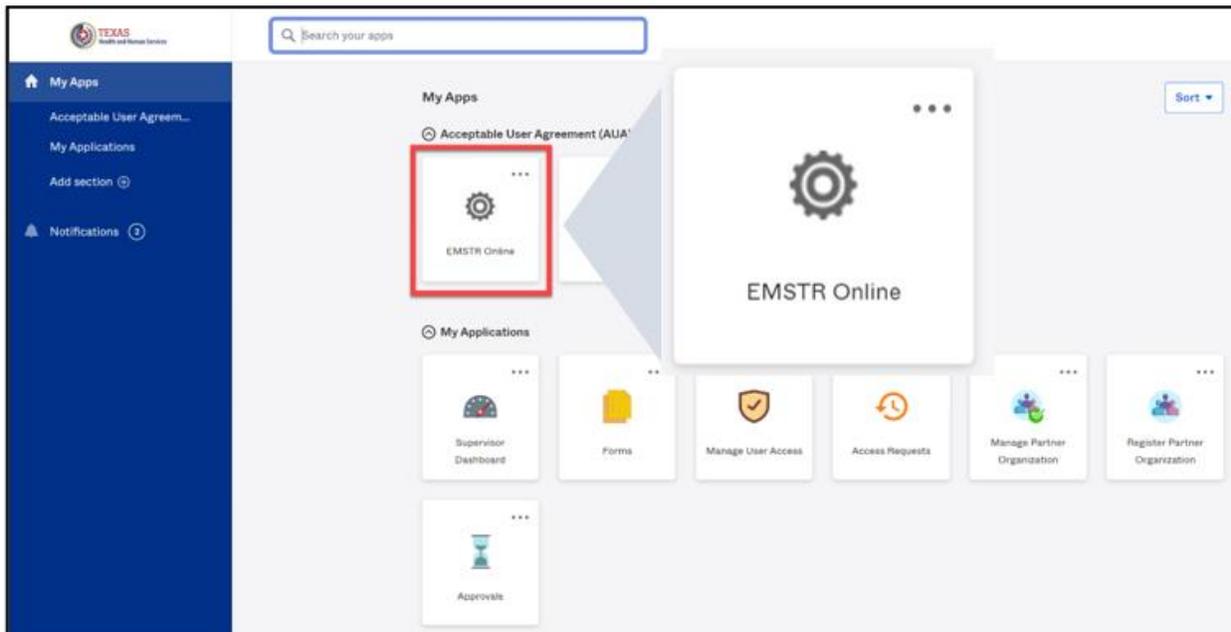


After refreshing your browser, your IAMOnline **MyApps** dashboard tiles will unlock.



## Step 6: Accessing EMSTR

From the IAMOnline **My Apps** dashboard select the “EMSTR Online” tile to access the application.



## Contact Information

If you have specific EMSTR questions, submit them via email to [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov).

For IAMOnline questions, visit the Texas Department of State Health Services (DSHS) IAMOnline website [here](#).

# General Informational Page

## General Information

The Emergency Medical Services and Trauma Registries (EMSTR) is made up of four registries – the EMS Registry; the acute Traumatic Injury Registry; the Traumatic Brain Injury Registry / Spinal Cord Injury Registry; and the Submersion Registry. EMSTR is a statewide passive surveillance system that collects reportable event data from EMS providers, hospitals, justices of the peace, medical examiners, and rehabilitation facilities. Texas is home to one of the largest EMS registries in the U.S. with more than 4 million records submitted annually.



**TEXAS**  
Health and Human Services  

---

**Texas Department of State  
Health Services**

## Our Goals

- To ensure a robust registry reporting framework for recording reportable traumas, submersions, traumatic brain injuries, spinal cord injuries, and EMS runs in Texas.
- To reduce the burden of injury to the public resulting from preventable occurrences using trend analysis.
- To provide data as close to real-time as possible for local, state, and national leadership use.

## Our Mission

To improve the Texans' health, safety, and well-being through good stewardship of public resources with a focus on core public health functions.

## Contact Information

**Emergency Medical Services and Trauma  
Registries**

Texas Department of State Health Services  
1100 West 49<sup>th</sup> Street  
Mail Code 1922  
Austin, Texas 78756

For program inquiries:  
[injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov)

[dshs.texas.gov/injury-prevention/ems-trauma-registries](https://dshs.texas.gov/injury-prevention/ems-trauma-registries)

Emergency Medical Services and Trauma Registries

***[dshs.texas.gov/injury-  
prevention/ems-trauma-registries/](https://dshs.texas.gov/injury-prevention/ems-trauma-registries/)***